



**CAREER OBJECTIVE:**

To obtain a challenging and rewarding role as an HR Assistant/Administrator where I can utilize my skills and experience to drive organizational growth and success. I aim to contribute to a dynamic team and foster a positive work environment through effective human resources management and administrative support.

**JOB PROFILE:**

|                             |                                                                       |
|-----------------------------|-----------------------------------------------------------------------|
| <b>10 Years' Experience</b> | As an Office Assistant Administration, HR Management & Public Dealing |
|-----------------------------|-----------------------------------------------------------------------|

**TARGETED JOBS:**

|                         |                                                      |
|-------------------------|------------------------------------------------------|
| <b>Area Of Interest</b> | Office Administration, Operation Management, Library |
|-------------------------|------------------------------------------------------|

**CAREER PROFILE/SKILLS:**

Microsoft, Team management, Project management Multitasking, Public Dealing Event

Management, Pressure Handling Customer Services Crowd Management, Public Relation

Researcher

**PROFESSIONAL WORK EXPERIENCE:**

**Organization:** **TORCIA Education System.**  
(Education)

**Tenure:** May 2016 – Feb 2019

**Designation:** Assistant Admin

**Responsibilities:**

- Worked in Academy Software regarding admission and fee depositing.
- Answer all client questions and incoming calls.
- Greet guests and provide them with superb customer service.
- Worked with customers to understand needs and provide excellent service.
- Resolved problems, improved operations and provided exceptional service.
- Maintained energy and enthusiasm in fast-paced environment.
- Worked flexible hours; night, weekend, and holiday shifts.
- Responding to inquiries about problems and providing advice, information and assistance
- Recording information about inquiries and complaints
- Referring complex inquiries to team leaders or expert advisers
- Issuing relevant forms, information kits and brochures to interested parties
- In the absence of the Campus Manager, ensures that basic instructional, support services, and facilities function efficiently when necessary during a Campus Manager's absence.
- Maintained program files, records, database and social media
- Assists the Campus Manager in the planning, coordinating, and monitoring of on-campus maintenance, renovation, and construction projects with Facilities and Operations and Environmental Health and Safety.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Maintained excellent attendance record, consistently arriving to work on time.
- Completed minor preventative maintenance and mechanical repairs on equipment.
- Offered friendly and efficient service to customers, handled challenging situations with ease.



**Organization:** National University of Science and Technology (NUST)

(Education)

**Tenure:** March 2019 – Till Continue, 2024

**Designation:** Human Resource Assistant

**Responsibilities:**

- Online working in University Software and official email.
- Answer all client questions and incoming calls.
- Receipt and registration of routine mail.
- Dispatch all outgoing mail.
- Processing of accommodation hiring cases of NIPCONS.
- Processing of all Employees GP Fund Cases.
- Assist office (Supdt) in discharge of his duties in routine and work as his relief as / when required.
- Maintain personal record of all Staff in his files.
- Circulate daily mail folder in Branches as per routine.
- Processing all types of general corresponding.



**ACADEMIC EDUCATION:**

| <u>DEGREE</u>             | <u>EXAMINING BODY:</u>                  | <u>YEAR</u> |
|---------------------------|-----------------------------------------|-------------|
| M.L.I.S (Library Science) | Allama Iqbal Open University, Islamabad | 2022        |
| BSC                       | University Of Punjab                    | 2015        |
| HSSC                      | BISE, Rawalpindi                        | 2012        |
| SSC Science               | BISE, Rawalpindi                        | 2010        |

**CERTIFICATION/ ADDITIONAL SKILLS:**

- **MS Office (6 Months)** All versions, MS Word, MS Power Point and MS Excel.

**Language:**

- **English** Intermediate (Reading, Writing, Speaking)
- **Urdu** Proficient (Reading, Writing, Speaking)